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| **Description and Person Specification****Academic/Professional Services Staff** |
| **Job title:** Head of Estates and Facilities**Department:** Estates and Facilities**Pay Band:** F**Line Manager:** Chief Operating Officer |
| **Role Purpose:** To lead, facilitate and enable the vision, values and strategic objectives of the Executive team in respect of estates and facilities matters.Lead the estates technical and facilities management teams, health, safety and environmental functions, responsbilie for ensuring compliance with all associated legislation and the provision of an efficient, effective and customer focused service which achieves value for money for Ravensbourne.This is a highly visible delivery role which requires an individual who can effectively manage and motivate their team in a dynamic and fast paced environment to deliver an excellent customer experience in support of the needs of the University.This role is not a hybrid role. |
| **Duties and Responsibilities:****Estates and Facilities Management*** Lead operational excellence across the technical, facilities, and health and safety activities within the department. Identify, recommend and where appropriate, implement changes to practices and procedures to ensure continuing legislative compliance and operational excellence.
* Be responsible for providing a safe, compliant, efficient and cost-effective learning, teaching and working environments for all stakeholders. Develop systems for gathering feedback from building users and adapting and improving services where necessary.
* Lead the Estates & Facilties Team to plan project activities several years in advance for remedial and Summer works and quarterly for routine moves and changes.
* Ensure that all capital and minor works are carried out safely and in line with the internal customers’ satisfaction, requirements and budgets, and in line with external regulations.
* Provide leadership, direction and effective supervision of the overall look and feel of the premises to the highest learning, teaching and visual standards. Work with the Estates and Facilties Team to manage the ‘customer experience’ of the buildings within the Estate.
* Produce and manage a Space Policy so that space is used efficiently and efficiently across the University. Take responsibility for maximising utilisation and provisioning cost effective space in support of the Universities growth and student experience objectives.
* Ensure key service contracts are professionally managed; this includes attending monthly meetings, reviewing service performance, Service Level Agreements and Key Performance Indicators. Ensure contractual terms are being complied with and service quality remains acceptable and as expected.
* Work with Procurement to manage Tender processes for new and adapted services and ensure value for money

H**ealth, Safety and Environmental*** Oversee Health & Safety, ensuring that projects are delivered in line with the University’s Safe Systems of Work and Health & Safety policy and regulations; and that the health, safety and environmental management documentation, procedures and policies are maintained in line with business and legislative requirements.
* Maintain reporting mechanisms and the provision of incident statistics providing a monthly report on all activities carried out within the role’s area of responsibility.
* Produce and maintain a FM risk register and ensure that there is mitigation for all risk identified. Update Institutional Risk register.
* Responsible for producing and maintaining BCPs and Disaster Recovery systems and procedures.
* Ensure that the relevant contacts, subcontractor details, departmental plans and operational procedures are up to date. Ensure any critical incidents are responded to according to university policy and procedures in liaison with external agencies across the peninsula.
* Implement regular tabletop BCP exercise involving all stakeholders from SMT to academic staff to Service Providers.
* Lead and deliver on University carbon management strategic objectives.

**Misc*** Represent Ravensbourne at the Knights Dragon Estate Management Ops meeting. Work with Stakeholders, Greenwich Peninsula and Estates Management team and the O2 on Peninsula and local issues.
* Represent Ravensbourne with external agencies i.e., police, local authority, trade associations and the University’s Student Union, and other operators within the University to ensure an efficient total FM service is provided to staff, students and visitors.
* To be responsibility for budget management allocated for areas of responsibility including setting and managing annual revenue and capital budgets.
* Oversee Estates Services Charges and all building matters relating to the building lease and demise.
* Regularly review all other policies and procedures to ensure that they are accurate, up to date and fit for purpose.
* Accountability for budgetary planning for the overall service in line with the University’s annual planning cycle, ensuring the departmental budget is developed, agreed and effectively managed.
* Participate in the University’s decision-making process and significantly contribute to and influence University wide policy and strategy through membership of the University Management team, relevant committees and working groups
* Act as an ambassador during Open Days and other university events when necessary.

**Other*** Demonstrate understanding of Ravensbourne’s values, culture and educational ethos and promote these through everyday practice in the role.
* Work within Ravensbourne’s Code of Conduct and other Rules.
* Comply with all legislative, regulatory and policy requirements (e.g., Finance, HR) as appropriate.
* Carry out the policies, procedures and practices of Health & Safety in all aspects of the role.
* Demonstrate value and importance of equality and diversity in every aspect of Ravensbourne’s work and show commitment through everyday practice in the role.
* Work in accordance with and promote Ravensbourne’s environmental sustainability policy and practices.
* Works continuously to improve individual knowledge, skills and behaviours for the current role and for the longer-term, gaining appropriate professional qualifications/accreditation and maintaining membership of appropriate professional bodies as appropriate.
* Make full use of all information and communication technologies to meet the requirements of the role and to promote organisational effectiveness.
* Perform such other duties consistent with the role as may from time to time be assigned, collaborating fully with others to get the work done and Ravensbourne’s objectives achieved.
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| **Key working relationships (i.e. titles of roles, both internally and externally, with which this role holder interacts on a regular basis):**Executive and academic leadership. UMT, Departmental Heads, HSE Manager, hard and soft services managers, President of SU.Other Facilities and Estates customer representatives (Incubator, Events) and external stakeholders. |
| **Resources Managed** Budgets: Estates & Facilties budget. Capital dependent on project needs Staff: Estates & Factilties Team including Health & Safety. |

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| **Person Specification** |  |  |
| **Knowledge and Experience** | **Essential** | **Desirable** |
| **Education**Degree qualified in Facilities Management, Property, or Building Services related subject or demonstrably equivalent professional experience at a suitable level | X |  |
| Master’s degree qualified in Facilities Management, Property, or Building Services related subject |  | X |
| **Professional qualifications/experience**Substantive experience of managing Hard FM, Soft FM, and Health Safety within a large urban facility comparable to the current University estate | X |  |
| **Higher Education knowledge**Significant exposure to Higher Education organisations, with experience of supporting and enabling teaching and student centric environments |  | X |
| **Project Management**Evidence of forward planning, organizing, and project managing mechanical, electrical and civil maintenance and installation works, space planning and ‘moves and changes’ as part of a multi-year programme |  | X |
| **Customer Service Management**A ‘customer service’ mindset that seeks to understand and empathise with the needs of customers, and develop support services that enable their success |  | X |

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| **Core Personal skills, abilities, and behaviours** | **Essential** | **Desirable** |
| **Management**Demonstrable ability to analyse operational situations, evaluate options, make decisions, manage resources effectively, resolve conflicting demands, and deliver continuously improving services. A willingness and ability to address difficult problems in a diplomatic and professional manner | X |  |
| **Leadership** Evidence of the personal characteristics need to provide leadership to a professional team; Integrity, Trustworthness, Confidence, Domain Knowledge; the ability to provide a vision and influence and encourage and challenge excellence in operational performance whilst engaging and encouraging individuals and teams | X |  |
| **Teamwork**Ability to work collaboratively with team members from across the Organisation, academic and professional. Able to support and contribute to the goals of the University with a diverse range of collegues and customers; with an approachable demeanour the capability to be a respected and valued member of staff | X |  |
| **Communication** Communicates clearly orally and in writing, and in relating to others builds and maintains effective relationships openly and honestly, using every medium appropriately and with consideration for the audience, so that the messages (both ways) are understood and able to be acted upon | X |  |
| **Resourceful and Resilient**Demonstrable ability to adapt, improvise, innovate, and creatively find solutions to existing, future, and unexpected challenges. The ability to use all available staff and financial resources to optimal effect, and remain focused on complex issues until the are fully resolved | X |  |
| **Staff Development**Ensure that all staff are managed properly and coached, mentored, and enabled to achieve their own objectives and contribute to the success of the University. Proactively seek to develop indivisduals so that overall competence of the Department increases |  | X |
| **Professional Knowledge**Develops and maintains an understanding of how developments in the professional, legal, regulatory and educational contexts impact upon own role specifically, and Ravensbourne more generally. Demonstrably committed to life=long learning | X |  |
| **Future focussed and change-ready**Understands their current position in the broader environmental context and is open minded and actively leading change within their are of responsibility; works with staff and team members and enables them to respond positively and creatively to changing circumstances and requirements |  | X |

**This Job Description may be reviewed, and duties amended aligned with Ravensbourne’s requirements, any changes will be made in collaboration with the postholder.**

**Our Values**

**Connection:** We value what happens together and we collaborate to achieve our collective goals.

**Dynamism:** We embrace every opportunity to adapt and optimise.

**Inclusion:** We celebrate our diversity, and we embrace difference as a source of strength.

**Professionalism:** We aim for quality in everything we do and take pride in our work.

 